**City of Asheville**

# Information Technology

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IT Services strives to provide quality technical deliverables. We adhere to principles of technical and fiscal stewardship. The IT Services Department serves its customers in three specialty areas: Support Services, Technical, and Applications.

- The **Support Services Team** is the first point of contact for customers. They provide centralized help desk service, documentation and knowledge management. They manage projects, contracts and procurements and provide performance metrics and business reporting.

- The **Technical Team** enhances security, sustainability, reliability, expandability and quality of data and communication systems. They work with vendors to smoothly integrate outsourced services and products into City infrastructure.

- The **Business and Public Technology Team** provides flexible, automated, standards-based apps and services to City business units. They provide increased business intelligence to help the City be more efficient & effective.

The ITS Department purchases computers, monitors, switches, LAN cables, servers, software applications, cell phones, Cisco desktop phones, tablets, and other technical devices. In addition, we contract with vendors for various maintenance agreements, for example: Radio Tower, Servers, and Building Security. We also use contracted services for special projects.